

Job Title: Senior Support Lead – In House Provider Services	Role Profile Number: SO00072
Grade: M Salary:	Date Prepared: 03/09/2020
Directorate/Group: Adult Social Care	Reporting to: Deputy Manager
Structure Chart attached:	

Job Purpose

The Seniors have the responsibility of the day to day management of the service, with support and guidance from the deputy manager. They will oversee the team who will be responsible for supporting people within In House Provider services. The management team and support team will be flexible and willing to work hours over a 7 day week.

The Senior Support Lead will carry out tasks involving direct and indirect care in support of the service users. Working as part of the management team the post holder will maintain high standards of care for service users by monitoring and supporting the care team to promote Swindon Borough Council Policies and Procedures and Care Standards Regulations. The Senior Support Lead will be required, on occasions to deputise for the Team Leader ensuring that the service provided meets all required standards.

Seniors will provide support and guidance to staff. Seniors will be responsible for ensuring the service functions effectively and those using the service are supported to develop skills and promote independence.

Key Accountabilities

- Organise and maintain high quality levels of support by deploying staff as necessary to meet the service needs, which may include awake or sleep-in night cover, weekends and bank holidays.
- Be responsible for the regular supervision and caseload monitoring of support staff in line with supervision policy and procedure.
- To ensure that staff training and development needs are identified via supervision / appraisal.
- Be responsible for the induction of staff and management of probation periods, absence and sickness management.

- Support the Deputy Manager with Service Users transitioning from to or from In House Services.
- Ensure that therapeutic programs of health professionals are understood and implemented as planned.
- Make accurate and appropriate entries in Service User's records, diaries and reports as necessary.
- Ability to deal with complex behaviour that may challenge and remain calm under pressure.
- Ensure effective risk assessment/personal safety procedures are in place to protect staff and service users in accordance with SBC policies and procedures and keep under regular review.
- Ensuring that all SBC's policies and procedures are adhered to by staff within the area of responsibility.
- To co-ordinate and ensure delivery of physical and emotional support for service users who may be nearing the end of life, in conjunction with their families, friends and other professionals, with support from staff team and seniors.
- To support service users to advocate for themselves as much as possible, where appropriate, and address issues of concern on behalf of the service user, sourcing advocates and possibly interpreters where required.
- Monitoring of the delivery of quality services, including service monitoring, staff performance monitoring, dealing with complaints, accidents, incidents, disciplinary action and grievances, carrying out or assisting with any required investigations.
- Safeguard Service Users and ensure their safety and wellbeing at all times.
- To be prescribers for a selection of core equipment/aids, to promote client independence.
- Administer medication in accordance with the standards set by the Regulatory Body and the policies and procedures.
- Liaising with all other relevant stakeholders to ensure robust information is received on all referrals, enabling them to carry out risk assessments, devise a Personal Plan and carry out all other processes and paperwork, to meet CQC and other statutory and local requirements.
- To actively promote all aspects of Service User's care with a Multidisciplinary Team approach.
- The ability to work independently and part of team.
- Respond appropriately to incidents as they occur and follow any investigatory procedures.
- Take responsibility for assigned tasks determined by the Deputy Manager.
- Carry out core group team meetings.
- The post holder will participate in the working rota, which includes evening and weekend shifts as required. They may also be asked to work with other service user groups at the discretion of the manager.
- To participate in the assessment and care/support planning process. To continuously assess service user

needs and monitor the aims, objectives and outcomes of the care/support plan.

- To be involved in providing personal care for service users. To encourage and enable service users to develop and maintain skills to maximize independent living and to participate in the monitoring of service users mental and physical health.
- To attend all staff meetings.

Supplementary Accountabilities

- To act as a positive role model, to provide an effective supervision and guidance to other team members, contributing to their performance and professional development.
- To make decisions in an emergency, which may affect service users, i.e. liaising with Ambulance Service, District Nursing, Police, out of hours GP, Homeline, On Call officer and other professionals, carers and family and any other out of hours service.
- To support the staff team in providing a service which takes account of the Councils statement of philosophy, aims and rights of all service users.
- To work to and adhere to the principles of all Swindon Borough Council policies and procedures, including Confidentiality, GDPR, all Health and Safety policies & Manual Handling,
- To support and help implement decisions made by the management team. Maintaining an effective system of communication throughout the team whilst respecting the confidential nature of the work.
- Take all precautions towards the safety of other staff, service users and visitors.
- To ensure professional boundaries of you and the staff team are monitored and maintained.

Knowledge & Experience

- Eligible to work in the UK
- Proven management or supervisory experience gained within a social care environment
- Experience of working with people with additional needs
- Experience working with people with behaviours that may challenge
- Knowledge and experience of writing care/support plans and risk assessments
- Compassionate, caring and hard working with a hands on approach to care management
- Promoting independence through setting and reviewing outcomes and goals
- Strong communication skills and the ability to remain calm under pressure
- An understanding of CQC standards
- Working knowledge of rota system

Qualifications

- NVQ level 3 in Care (Adult)/Level 3 Diploma in Health & Social Care (Adult)
- Basic literacy skills
- Basic numeracy skills
- IT skills

Decision Making

- Take part in audits, assessments and investigations into matters of health, safety and security
- Take all reasonable actions to ensure the security of the premises, property and equipment and the premises, property and equipment of partner organisations

Creativity and Innovation

- Support service users to achieve the life they wish to lead by following their individual person-centred support plans

<u>Job Scope</u>	Budget Holder	No
Number and types of jobs managed	Responsibility	None
Typical tasks supervised/allocated to others	Asset Responsibility:	None
Supervisions & Appraisals of staff		

Contacts and Relationships (*how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council*)

- Comply with Swindon Borough Council and local procedures to safeguard lone workers
- Report on service user progress and changing personal care and support needs
- Contribute to excellent working relationships with specialist health care teams, day support service staff, care managers and primary health care teams

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role (working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury)

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	